

**Notes from the Roundwood Patients' Group Meeting held on Tuesday 3<sup>rd</sup> September 2024**  
**6-8pm at Roundwood Surgery, Wood Street.**

1.	<b>Present:</b> Sylvia Porter and Jayne Birch-Jones (Joint Chair's), Dr Tadpatrikar (Dr T), Ros Reavill, (Practice Manager, Lesley Watkins (Mansfield CVS), 8 members with 3 apologies.
2.	<b>Practice Matters and Feedback</b>
2.1	<p><b>Primary Care Challenges</b></p> <p><b>Primary Care is IN TROUBLE;</b> in dire straits as described by Dr T. The British Medical Association (<b>BMA</b>) have recommended certain action <b>without compromising patient safety</b> which also takes account of <b>staff safety and wellbeing</b>. This action started on <b>1<sup>st</sup> September</b> and <b>Roundwood Surgery staff have decided not to join in the action immediately</b>, but to see what happens across the Country.</p> <p>Practice Staff held a <b>Thinking Session</b> (see photo in other document) and came up with <b>information to display on the Waiting Room Board to inform patients of the difficulties.</b></p> <p><b>ACTION: Members are asked to provide feedback on the Board as soon as possible, including suggested changes.</b></p> <p>Dr T explained that the <b>government is pushing for patients to use AI and other digital means to access primary care</b>, this suits secondary care needs better, <b>patients accessing primary care often need to see a Dr</b> and this is <b>what the Practice is trying to protect</b> as well as offering digital solutions which suits other patient's needs. Shortly, there will be Drs who have completed their training who are available to be employed, but the <b>Practice does not have the budget to employ them.</b></p> <p>To <b>protect precious Primary Care appointments</b> and <b>ensure patients access the most appropriate care 1<sup>st</sup> time</b>, therefore speeding up care, <b>signposting to other services where relevant</b> is important to make sure the <b>patient is seen by the most appropriate service for their needs</b>. Eventually there will be circa <b>50 services patients can self-refer to</b>. Already there are <b>some you can self-refer to e.g. Talking Therapies and Physiotherapy</b>, see here for a list <a href="https://www.roundwoodsurgery.nhs.uk/health-information/self-referrals/">https://www.roundwoodsurgery.nhs.uk/health-information/self-referrals/</a></p> <p><b>Some patients are against some services and medication</b> provided by GP's <b>because the Practice receives extra money for them</b>, and they think they are only being offered because of this. <b>These services/medications are proven to keep people well and are preventative</b> and will <b>improve quality of life and ultimately save the NHS money</b> by preventing things like heart disease and Diabetes.</p> <p>Members asked as well as the suggestions on the waiting room board, <b>what else they could do to help.</b></p> <p><b>ACTION: Lobby our local MP regarding the crisis in Primary Care.</b></p> <p><b>He is attending the next Community Network Meeting</b> at John Fretwell Centre on Wednesday 18<sup>th</sup> September, (registration 8:45) 9:30– 11am. Book your place by contacting <a href="mailto:jwakefield@mansfieldcvs.org">jwakefield@mansfieldcvs.org</a> or ringing 01623 392444.</p>
2.2	<p><b>Staff News</b></p> <p>A <b>new practice nurse</b> has been recruited, but <b>patients are asked to be mindful</b> that she will <b>require a lot of training</b> and will <b>not be able to see certain patients straight away</b>. There is a <b>shortage of annual review appointments</b> because of the limited practice nurse appointments. There are <b>currently only 1.5 practice nurses</b>.</p> <p>5 new registrars and 2 foundation Dr's have started and will be with the Practice for 4 months.</p>
2.3	<p><b>Appointments</b></p> <p>Last month the practice offered <b>7287 appointments</b>, there were <b>259 DNA's (3.5%) wasted appts.</b></p>
3.	<b>Rosewood Primary Care Network (PCN)</b> – no feedback, no meeting held.
4.	<p><b>Nottingham and Nottinghamshire Integrated Care System (ICS)</b></p> <ul style="list-style-type: none"> <li>• <b>ICB Annual Public Meeting</b>, Thursday 12th September, 2 pm – 4 pm, Notts County Football Ground, Meadow Lane, Nottingham. This is to look at the Strategic Plan, service delivery, financial performance, challenges and future plans. Individuals need to register on-line <a href="#">here</a></li> <li>• <b>Discussion of the Co-production Strategy</b> by the Integrated Care Board. 20th September at Mansfield Library, 9.30 am – 11.00 am</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Living Well event for patients waiting for orthopaedic treatment at Kings Mill Hospital, Kirkby Leisure Centre, 26th September.</b></li> <li>• Health Watch are looking for <b>people to share experiences of the community pharmacies</b>. Link <a href="#">here</a>. We have asked for them to supply documents like this in paper form as well as electronically in the future.</li> <li>• Notts ICB Citizen panel looking for <b>new members</b>. Please contact <a href="mailto:nnicb-nn.citizenspanel@nhs.net">nnicb-nn.citizenspanel@nhs.net</a></li> </ul>
5.	<p><b><u>Support from Mansfield CVS (Part of Mid Notts Place Based Partnerships)</u></b></p> <p>Lesley explained what the CVS is involved in, in particular <b>supporting patients with health inequalities</b> living on Bellamy Road and Oak Tree Lane estates. An example is a <b>Let's Talk Diabetes event</b> on Tuesday 17<sup>th</sup> September from 12 noon at Trowel Community Centre, Bellamy Road Estate, NG18 4NT. Mansfield CVS can help the PPG if we want to put on any health and wellbeing events.</p>
6. 6.1 6.1.1 6.1.2	<p>Notes from last meeting were <b>AGREED</b>, following an amendment to the car park waiting time of 10 minutes not 15 minutes in section 2.1.</p> <p><b>Matters Arising</b></p> <p><u>Car Parking</u> – Ros reported that the <b>car park equipment will be installed within the next 4 – 6 weeks</b>. New signage will be in place. PPG members volunteered to help patients follow the new procedure once it is introduced. <b>If the Practice is shut, people will need to pay for parking at the machine</b> which will take both coins and card payment.</p> <p><u>Primary Care Challenges</u> - Stuart Hague, Nottinghamshire LMC has sent information for the <b>Primary Care Challenges crib sheet</b>, but it is too long. Arthur has agreed to rewrite it into a <b>more concise 1-page document</b>.</p>
7	<p><b><u>Chairs Report</u></b></p> <ul style="list-style-type: none"> <li>• Congratulations on the <b>surgery being rated the top Mansfield GP Surgery</b>, based on a survey by healthsay.co.uk as reported in the Chad.</li> <li>• The waiting room <b>PPG Notice board needs to be updated to comply with Infection Control requirements</b>. PPG can use the Practice's laminator. but it is suggested that we purchase the laminator wallets out of the PPG funds.</li> <li>• <b>Get Online week 14<sup>th</sup> October</b>, further information to be provided.</li> <li>• <b>SFHFT Patient out-patient follow-up letters will be available in the NHS app from mid-September</b>. Jayne has asked for more <b>information and support to be provided to help patients access these</b>. <b>Patients who do not access them will be sent them by post.</b></li> </ul>
8.	<p><b><u>Finance Update</u></b></p> <p>The Treasurer and Arthur Lacey (2 joint signatories) have met and provided cheques for <b>£50 petty cash</b> and <b>£205 returned to the Practice</b> given that there has been no transactions for 2 years. The Chairs will <b>report on the balance of the petty cash each meeting</b>.</p> <p><b><i>ACTION: Treasurer &amp; Arthur Lacey to close the account.</i></b></p>
9.	<p><b><u>Practice Website presentation (<a href="http://www.roundwoodsurgery.nhs.uk">www.roundwoodsurgery.nhs.uk</a>)</u></b></p> <p>Ros showed the group around the practice website and pointed out the following:-</p> <ul style="list-style-type: none"> <li>• Help with a non-urgent medical or admin request.</li> <li>• Convenient online services available instead of having to ring the practice.</li> <li>• List of self-referral services and how to contact.</li> <li>• PPG page.</li> </ul> <p><b><i>ACTION: Members are asked to look at the website &amp; raise awareness with other patients</i></b></p>
10.	<p><b><u>Any Other Business</u></b> - none</p>
9.	<p><b><u>Date of Next Meeting</u></b></p> <p><b>Tuesday 3<sup>rd</sup> December, 6– 8pm in Roundwood Surgery Waiting Room.</b></p> <p>Agenda item noted as “My Life Choices Group” – Gilly Hagen</p>